

# Position Description

## Senior Administrative Officer

### Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child’s potential now and into the future, one that in partnership with learners, students, parents and the wider South Australian community will build a world-leading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our state.

### Our values

We are part of the South Australian public sector and share the values of:

 SERVICE	 PROFESSIONALISM	 TRUST	 RESPECT	 COLLABORATION & ENGAGEMENT	 HONESTY & INTEGRITY	 COURAGE & TENACITY	 SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

### About this role

The Senior Administrative Officer is responsible for the provision of a range of efficient and effective administrative support services for their local Student Support Service office. They will be supervised and supported by a Business Support Partner and will provide line supervision to the administrative officers. The role will also provide a range of administrative assistance to support the day to day coordination of the office’s administrative activities and meet relevant work priorities and outcomes as well as contributing to the client service delivery to meet the needs of the office. They also contribute to the support, delivery and maintenance of efficient work practices within the office.

Student Support Services are on a cultural response journey, as such we value and prioritise Aboriginal ways of knowing, doing and being.



Position title	Senior Administrative Officer
Classification	ASO3
Division	Support and Inclusion
Directorate	Student Support Services
Location	SSS Local Offices
Reports to	Business Support Partner
Direct reports	ASO1 and ASO2 Administrative Officer The number and classification of direct reports will vary depending on the site
Role description date	July 2025

### What you will do (key outcomes)

1. Provide support and supervision to administration staff to enhance service delivery and facilitate continuous improvement in the team.
2. Provide day to day leadership to the team of administration officers, and develop and maintain a positive team culture.
3. Process travel and accommodation expense reimbursements, in collaboration with office staff to ensure policies and processes are adhered to.
4. Deliver timely, efficient and accurate financial support services such as invoice and requisition processing, accounts payable and receipting, as well as coordinating conference, travel and accommodation arrangements.
5. Undertake efficient file, information and records management functions including maintaining efficient and effective information storage and file tracking.
6. Assist teams with a range of administrative and coordination tasks including planning and coordination of workshops, meetings, and other events, and assisting with documentation and records management.
7. Provide high level service to both internal and external stakeholders.
8. Contribute to the development and implementation of best practice in the delivery of administrative services through participating in a range of continuous quality improvement, and relevant staff development activities.
9. Work with the team to contribute to support positive culturally inclusive environments. Seek to better understand Aboriginal cultural perspectives and take steps to weave these into everyday practice.
10. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.

### The capabilities you will bring (key competencies)

- **Communication:** Proven communication and interpersonal skills to be able to lead a team, develop and maintain positive working relationships with all levels of staff, liaise effectively with others and to prepare a range of clear and appropriate documents to support operational effectiveness.
- **Time management:** Capacity to work under general direction and apply initiative and time



## OFFICIAL

management skills, including the ability to use judgement in responding to both external and internal conflicting demands, cope with high volumes of work, changing priorities, and critical deadlines whilst at times, handling diverse complex issues.

- **Judgement:** Proven ability to identify and analyse information and customer needs and to use initiative, judgement, sensitivity and discretion to provide high quality, timely administrative services.
- **Administrative:** Experience in the delivery of a range of administrative support services and in supporting the effective coordination of an office, including proficiency in the Microsoft Office suit.
- **Cultural:** Contributes to a culturally inclusive workplace and is committed to continuing to reflect on and develop own cultural awareness and practices.
- **Work health and safety:** Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment; and the legislative requirements of Equal Opportunity and Work Health and Safety legislation

Who you will work with (key relationships)	Qualifications
Business Support Partner (line supervisor) Administrative Officer Business Operation Lead Team Manager Other Student Support Services Staff Schools and Preschools Relevant state office personnel	<b>Essential:</b> Nil  <b>Desirable:</b> Experience in executive office or office management settings

Corporate responsibilities	Special conditions
Keep accurate and complete records Act appropriately in line with the Public Sector Code of Ethics at all times Support diversity and promote an inclusive workplace for everyone Maintain a commitment to Work Health and Safety legislative requirements	You may need a current driver's license and be willing to drive You may be asked to work out of hours You may need to travel within or outside South Australia You need to achieve mutually agreed performance goals You must have a current Working with Children Check You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training You must be an Australian resident or provide evidence you have a current work permit

<b>Assessed by:</b> Hannah Matthews, P&C Advisor		<b>Approved by:</b> Claire Simmons, Director SSS	
<b>Date:</b> August, 2025		<b>Date:</b> July, 2025	

